



## Job Description - Enrichment Coordinator, Supportive Housing

### Overview:

Category	Information
Job Title	Enrichment Coordinator
Division	Adult Residential Services Division
Status	Non-Exempt
Hours	Full Time (40 hours)
Supervisor/ Reporting	Director, Adult Residential Services
Supervisory Responsibilities	None

### **Many Mansions, Adult Residential Services Overview**

Many Mansions believes that everyone deserves a place to call home. It is from this belief that Many Mansions strives to provide affordable, quality, services-enriched rental housing for formerly homeless and those of very low income in Ventura and Los Angeles Counties. Our Adult Residential Services Division provides a comprehensive program designed to support residents' housing stability and help them achieve economic resiliency, self-sufficiency, social integration, and overall improved wellbeing. Specifically, our Supportive Services program is built to support previously homeless residents' transition out of homelessness. The program (operating according to Housing First principles), provides wraparound, on-site support while working with an extensive network of external partners that provide residents with additional resources and services.

**Position Description (brief):**

The Enrichment Coordinator will play a crucial role in the development and execution of a comprehensive program designed to enhance the lives of adults, seniors, families, and children residing in Permanent Supportive Housing sites. This position will be responsible for creating and implementing a schedule of weekly and monthly educational and social activities that will foster a sense of community and promote stabilization among our residents. Responsibilities will include creating and maintaining relationships with community partners, as well as designing and implementing programming that aligns with the unique needs of our residents, with a focus on self-sufficiency, daily living skills, and increasing income. The Enrichment Coordinator will be responsible for tracking and reporting on the success of the programs designed and implemented.

**Essential Job Duties & Responsibilities:**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The duties of the position of Enrichment Coordinator include, but are not limited to, the following:

No.	Essential Duty or Responsibility
1	To assess the needs and interests of residents, conduct outreach through calls, texts, flyers, and door-to-door visits, resident surveys, and personal interviews. Engage with residents through daily informal interactions, and formal interactions, reaching out at least twice a month.
2	Identify and connect residents with community resources to support their housing needs, such as low-cost health insurance, food programs, employment, government entitlements, and veterans' specific resources. Refer residents to appropriate agencies, provide assistance with the application process, and provide support for follow-through.
3	Keep up to date with an extensive network of organizations and agency partners that provide resources and support to residents. Conduct ongoing research about available community resources. Maintain electronic and paper records with information that could be provided to residents. Maintain good relationship with current partners and invite partners to present programs on-site (workshops, job training, job fairs, etc.)  In consultation with the Director, conduct outreach to potential new partners.

4	<p>In alignment with the Housing First model, develop and implement a developmentally appropriate curriculum and event calendar for residents of various ages and abilities that supports life skills and overall wellbeing and helps residents sustain self-sufficiency. Invite partner agencies to facilitate activities. (Potential topics: financial literacy, strengthening families, independent living skills, wellness and recovery, conflict resolution and others as needed). Conduct outreach to residents to encourage participation and reach participation outcomes.</p> <p>Manage and publish a monthly calendar of activities and a monthly community newsletter.</p>
5	<p>Plan, organize and oversee on-site meetings and social activities. In collaboration with other staff (ex. Youth Programs), ensure that educational programs align with the unique needs of all residents; adults, seniors, and children. Facilitate activities in areas of health and wellness, art and crafts, multiculturalism, service learning, technology, gardening and environmental issues, arts, and more. Invite and steward volunteer groups to help with activities and provide in-kind support (ex: cleaning supplies).</p>
6	<p>Maintain accurate and current records of all residents, activities, and participation. In collaboration with Property Management and Veterans Administration (VA), support tracking of housing outcomes. Provide monthly reports of all activities and participation.</p> <p>Collect and report all information regarding partner organizations and volunteer activities to relevant personnel.</p>
7	<p>Collaboratively solve resident issues by maintaining positive working relationships and routine communication with the on-site Community Manager and the VA staff. Participate in all assigned meetings (such as site-coordination meetings).</p> <p>Attend monthly team and department meetings and send daily debrief emails to team members and supervisors as appropriate. Attend all internal department trainings and other professional development opportunities.</p>
8	<p>Provide solution focused and brief intervention on-site and crisis intervention, in coordination with the VA staff, when possible.</p>
9	<p>Maintain organization of physical space and administrative paperwork and assist residents in using the on-site computer lab.</p>
10	<p>Other duties as assigned.</p>



**Qualifications & Conditions :**

Category	Qualification or Condition
Communication	<ul style="list-style-type: none"> <li>• Ability to engage with persons experiencing homelessness with empathy and a non-judgmental attitude, utilizing culturally responsive approaches.</li> <li>• Excellent communications skills, including but not limited to, the ability— <ul style="list-style-type: none"> <li>○ To speak, write and read English fluently;</li> <li>○ To write reports and other correspondence clearly, meaningfully, and persuasively;</li> <li>○ To speak, listen, and respond effectively with and among staff, agencies, residents, and others;</li> <li>○ To give presentations and speak effectively before groups and organizations.</li> </ul> </li> <li>• An ability to converse in Spanish is highly preferred but not required.</li> </ul>
Computer Skills	Proficiency in computer and computer applications, including Microsoft Office programs (Word, Excel, PowerPoint, and Outlook), social media, data management programs. HMIS and CHAMP experience preferred.
Driving	Driving is required for this position. Therefore, the applicant must have the legal ability to drive a motor vehicle in California, proof of a valid California driver's license, and adequate motor vehicle insurance.

<p>Education and/or Experience</p>	<p>Education and/or experience in the supportive affordable housing area, mental and behavioral health, social services, social work, case management or counseling. Demonstrated proficiency in working with diverse and high-need populations, including individuals who may have mental illness, and concurrent disorders. This includes, but is not limited to a combination of experience such as:</p> <ul style="list-style-type: none"> <li>• Bachelor’s degree from a four-year college or university in social work, psychology, counseling, or related work. Or:</li> <li>• Two years’ experience in mental and behavioral health, social services, social work, case management, and/or counseling;</li> </ul> <p>Minimum of one (1) year of relevant experience in either: volunteer coordination, event planning, curriculum/workshops development and facilitation required. Experience with partnership development and management and evaluation preferred.</p> <p>Familiarity with best practices in homeless services, such as Housing First, Harm Reduction, Motivational Interviewing, Strengths-Based Case Management, and Trauma-Informed Care is preferred.</p> <p>Experience working with veterans is preferred.</p> <p>Many Mansions welcomes candidates with lived experience.</p>
<p>Leadership Skills</p>	<p>Demonstrated ability to work well with others and provide leadership.</p>
<p>Mathematical &amp; Reasoning Skills</p>	<p>Excellent mathematical and reasoning skills. This includes, but is not limited to, the ability to perform basic mathematical skills, the ability to resolve practical problems and deal with a variety of concrete variables in situations where only limited information exists, and the ability to interpret data and/or instructions.</p>

Physical Demands	<p>While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel objects, tools, and/or controls, talk and hear. The employee is occasionally required to stand, walk, and reach using feet, legs, back, arms and hands. The employee must be able to lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and the ability to adjust focus.</p>
Work Environment	<p><b>Moderate to high stress work pace.</b> The environment may have frequent interruptions, time constraints, and emotional distress. The noise level is low to moderate.</p> <p>Environment includes working in close proximity to the home of residents who have been homeless and may be accustomed to street culture. May be exposed to profanity or language of a sexual nature and will need to be able to positively redirect residents and to model professional behavior.</p> <p>Employees may be in contact with individuals and families in crisis who may be ill, using substances, and/or not be attentive to personal health and safety for themselves. Employees may experience a number of unpleasant sensory demands associated with a resident's use of alcohol and drugs and the lack of personal care.</p> <p>The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.</p> <p>Must be comfortable working in a pet friendly environment.</p> <p>Corporate culture is friendly and goal oriented.</p> <p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.</p>
Other Skills and Abilities:	<ul style="list-style-type: none"> <li>• Ability to work overtime as needed.</li> <li>• Maintain and executes confidential information according to HIPAA standards</li> <li>• Obtain and maintain CPR/First Aid Certification</li> </ul>



Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions of the job. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

**Certifications**

A copy of this Job Description was given to the staff member.

Date: \_\_\_\_\_

Supervisor or Human Resources

I received a copy of this Job Description.

Date: \_\_\_\_\_

(Staff Member)